



[Assisted Living Registry](#)

Complaint #: C2020-M19

Substantiated Complaint Information

Name of Residence: Hope for Freedom Oxford House

Address: 3135 Oxford Street, Port Coquitlam

Legal Name of Registrant (Operator): Hope for Freedom Society

The complaint investigation was concluded on October 28, 2020. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) follows. This information is updated as the operator comes into compliance.

All findings are assigned a determination based on the following definitions.

- **In compliance:** meets the requirements of the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation.
- **Not in compliance:** no evidence of meeting the requirements of the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation.

| FINDINGS | | | | |
|---|--------------------|------------------------|--|-------------------|
| Act or Regulation | Category | Date of non-compliance | Date of compliance | Compliance Status |
| Assisted Living Regulation | Start of Residency | October 28, 2020 | December 8, 2023 | In compliance |
| Requirement: Section 31, Residency agreement. A registrant may accept a person as a resident by making a written residency agreement with the person. The agreement must be signed by the resident and a copy given to the resident. A registrant must also provide a resident with written information respecting how to contact the Assisted Living Registry to make a complaint. | | | Compliance Action: Registrant submitted an updated residency agreement and has implemented the new residency agreement. | |
| Observation: Operator does not have a residency agreement and residents do not receive signed copies of documentation or written information of how to make a complaint to the Assisted Living Registry. | | | | |
| Actions taken or to be taken by Registrant (Operator): A residency agreement must be created, including all information required by the Assisted Living Regulation. Each resident, existing and new, must sign the agreement and must be given a copy of the signed agreement. No further actions. | | | | |
| Actions taken or to be taken by Registry: No further action required. | | | | |